



Website accessibility

February 2021

Websites are increasingly being used by transport operators and providers to communicate service information to customers. This can be in the form of static information, such as general service information, and in the form of dynamic information, such as trip planners. Many people with intellectual disability have difficulty navigating websites due to the large amount of information displayed on screen, as well as difficulty comprehending websites that use complex sentences, syntax and unfamiliar jargon. The Transport Standards do not currently reflect industry standards concerning minimum requirements for website accessibility.

Minimum requirements concerning the provision of information through websites could be included in the Transport Standards. A minimum standard may provide certainty to customers about access to information and providers and operators for their obligations.

Consultation questions

- How do people with disability use websites to access information on public transport?
- What are the benefits and challenges of using websites to access information?
- How could websites be improved to meet the needs of people with disability?
- How would improving website accessibility impact an individual's public transport experience?
- How do website accessibility requirements meet the needs of people with disability?

Have your say

There are a number of ways for you to have your say and provide input, including:

- taking part in our interactive surveys
- providing a formal response to the consultation paper
- calling the Disability Standards hotline on [02 6274 6188](tel:0262746188)
- using our online form.

Further information

For further information:

- visit the [Transport Standards webpage](#)
- email DisabilityTransport@infrastructure.gov.au or
- ring our Disability Standards hotline on [02 6274 6188](tel:0262746188).